

TERMS AND CONDITIONS FOR MUSIC IN SCHOOL TUITION PROGRAMME 2023

December 2022

The following terms and conditions apply to all lesson/class agreements made between Ignite Arts Academy (“IAA”) and its students, parents and/or caregivers.

These Terms and Conditions may be updated from time to time and an updated form will be made available when required. A copy of these terms will also be listed on our website.

1. Term Dates, Public Holidays

1a. Teaching weeks at IAA will roughly adhere to the New Zealand Ministry of Education school terms. There may be occasional differences, and if so, you will be notified of any changes.

1b. IAA will be closed on the following **Public Holidays for 2023:**

- Auckland Anniversary Monday 30 January 2023
- Waitangi Day: Monday 6 February 2023
- Good Friday: Friday 7 April 2023
- Easter Monday: Monday 10 April 2023
- Anzac Day: Monday 25th April 2023
- King’s Birthday: Monday 5 June 2023
- Matariki: Friday 14 July 2023
- Labour Day : Monday 23 October 2023

2. Communications

2a. All correspondence will be sent out to the students/families by email. We will also have notifications as needed listed from time to time on our website.

2b. It is the responsibility of the student/family to make IAA aware of any changes to their contact details. IAA will not be held responsible for any missed communications, late/overdue payments, missed lessons, etc. if this is due to incorrect contact information.

3. Timetabling of classes

3a. Class timetables for each term will be sent to their primary school. New timetables for the following term will be sent out prior, if any changes are required, notification will be sent by email.

3b. The student will be informed of their lesson day, time and date of their first class/lesson before the start of their class, either by email or phone. It will be the school’s responsibility to get the students to their class/es.

3c. No class changes can be made by student/family after the end of the first week of the term classes, unless deemed necessary by IAA.

4. Additional Material Costs

4a. Music Books and Homework Books will be provided for students to purchase. These will be charged to the students account at \$24 each.

4.b. If required, musical equipment may be purchased through the IAA shop

<https://shop.ignitearts.co.nz>

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5. Absences

- 5a. Make up lessons are not available if a student is unable to make their class/lesson as the Music Bus comes out only once a week. There may be an opportunity for students to sit in on an additional class if there is space, please let IAA know at the earliest time possible, either by email, phone or text.
- 5b. No credits or refunds will be given if a student misses a class.
- 5c. If your student is unable to attend their regular class, please email schools@ignitearts.co.nz
- 5d. Tutor Absences – If the students regular tutor is unavailable to teach, IAA will arrange a cover tutor.
- 5e. If an unexpected School event falls on the lesson day, IAA will try to re-arrange the class schedule around this, or arrange with the school for a different day that week. IAA may also choose to make up the lesson time on another week with extended music classes if possible. Catchup lessons however cannot be guaranteed.

6. Duration of the lesson/class agreement

- 6a. The lesson agreement between IAA and the student/family is a rolling agreement that will continue into each new term through the year.
- 6b. All invoices will be emailed before the start of each term in respect of the following term classes, until a cancellation notice is received, as discussed below.
- 6c. All classes will roll over each term, unless you notify in writing to IAA via email schools@ignitearts.co.nz by the stated time frame (7a.), otherwise a **cancellation fee of \$35 will be applied to each account as well as any term class fees due.**
- 6d. Students may choose a different instrument class in the new term, based on availability.

7. Cancelling the lesson/class agreement

- 7a. If the student/family wishes to cancel the lesson/class agreement with IAA, then written notice must be received by IAA no later than **7 days after term invoices** have been sent out. A \$35 cancellation fee will apply to any cancellations after the stated time frame.
- 7b. Verbal notice given to the tutor will not be considered sufficient notice and must be confirmed in writing/email to the IAA reception at schools@ignitearts.co.nz
- 7c. Exceptions on medical grounds may be made as decided by IAA.
- 7d. **Late cancellations after the first week of term classes will be liable for full term fees.** No term class credits or changes will be allowed after first week of term classes, unless deemed necessary by IAA.

8. Tuition payments

- 8a. Lessons are billed by the term. An invoice will be sent out to families.
Payment Options are:
 - 1) **Full payment** up front and paid by due date.
 - 2) **Ezidebit payment plan for two or four instalment payments.** All customers using this option will be required to fill out a form with banking details provided to set up payment arrangement.

9. Tuition Fees and Accounting

- 9a. Term tuition fees will be billed in full, on a term basis.
- 9b. There is a per term admin fee of \$10 per student.
- 9c. Music books and Homework books will be billed at \$24 each and invoiced.
- 9d. Full payment must be received by the due date stated on the invoice unless otherwise agreed with IAA. Payment options are full payment up front, or an Ezidebit payment plan for the term. **A late fee charge of \$35 will be applied to all accounts after the first week of the term if no payment received or arrangement has not been put in place.** A student cannot enrol in any classes the following term without all accounts paid in full. If any balance remains unpaid, IAA will attempt to contact and work out a payment plan with the student/family. If this does not resolve the issue, IAA reserves the right to contact a collection agency for any unpaid tuition owed along with any fees incurred by the debt collection.
- 9e. If the student commences class part way through a term, the remainder of the term classes will be billed in full, and payment received or an Ezidebit option.
- 9f. Upon enrolment, a student/parent/caregiver will be set up with a customer portal login. All term fees, invoices, payments, and lesson details are accessible there.
- 9g. First child – lesson fee is \$17.50. Second child or additional siblings from same family – lesson fee is \$14.50.** (These rates apply to school student enrolments and are separate from the academy tuition fees.)
- 9h. Refunds and Credits. Credits may be applied to the family account at IAA's discretion and will be applied to the next invoice. Credits will remain on the family account until end of calendar year, after which any unused credits will be void. IAA does not process refunds for any credits not used.

10. Photography & Filming

- 10a. IAA may use film or photos of students for appropriate promotional or training purposes.
- 10b. You (or your parents if you are under 18 yrs.) must inform IAA in writing at any time if you **do not** allow the use of such images.

11. Health, Safety, Injury & Medical Conditions Policies & Procedures

- 11.a IAA is not liable for any personal injury sustained or any loss or damage of personal property whilst on the music bus
- 11.b IAA will aim to provide a safe learning environment to reduce the risk of injury
- 11.c It is the student, parent/caregiver's responsibility to notify the teacher before the class starts of any prior injury, medical condition or treatment which may prevent a student's full participation in class.
- 11.d Any first aid will be administered by the school.
- 11.e If an injury occurs on the Music Bus IAA has a register of Notifiable Events so that records can be made of any injuries should ACC or other government agencies require information in the future.
- 11.f Music Bus students are under supervision whilst in class time only.

12. Changes to the terms and conditions

12a. The terms and conditions described above are agreed upon enrolment and may be changed at any point by IAA. A copy of the terms and conditions will always be available on our website and can be emailed to the student/family on request.

Contact Details

Address: Ignite Arts Academy 20 Milicich Place, Cambridge 3434

Website: www.ignitearts.co.nz

Facebook: Ignite Arts Academy

For all general inquiries contact Becky at schools@ignitearts.co.nz

For all account inquiries contact Kelli at accounts@ignitearts.co.nz

To call us during office hours (Monday-Friday 900am-500pm) 0508-244-6483.